Repacking the QW410 Printer

- ☑ Always use the original printer shipping box whenever possible.
- ☑ Remove any paper or ribbon from the printer before shipping. **Place the spacers on the paper spools and place the spools in their housing within printer.**
- ☑ Be sure that the printer is packed securely in the shipping box. There should be no room for movement within the box.
- ☑ Seal the box with shipping tape.
- ☑ Place the return label on the outside of the box.
- ☒ **DO NOT** use packing peanuts or small pieces of foam that could work their way into the camera ports and openings.

Transporting Equipment

- ☑ Use original boxes when possible.
- ☑ Keep the box upright.
- ☑ Pack equipment securely in the box to lessen the chance of damage.
- ☑ Due to the sensitive nature of the printer electronics, insuring the package is recommended.

ATTENTION!

Contact DNP for a Return Material Authorization (RMA) number prior to sending equipment.

Contact DNP

For technical support or to order media:

Toll-Free Phone:
1-855-367-7604

Direct Dial/Local Phone:
980-777-1178

Email:
dnpsupport@dnp.imgcomm.com

Mailing Address for Returns:
DNP Imagingcomm America
RMA # _____
4524 Enterprise Drive NW
Concord, NC 28027
Attn: Service and Repair